

Domestic Violence and Sexual Assault Resources Available as of 5/12/2020

As “social distancing” is encouraged we understand that domestic and/or sexual violence might increase in the home. Individuals may be isolated with an abusive partner or household member, be in fear and unable to access critical services for safety and support. As a result of the guidance issued by the Governor and the Massachusetts Department of Public Health (DPH) there have been temporary shifts to many services to minimize the risk of virus transmission. This document will be updated regularly to offer up to date information about available resources in and around Cambridge for at risk individuals and families who are in need of support due to domestic violence, sexual violence, family violence, and partner abuse.

DOMESTIC VIOLENCE RESOURCES

Individuals experiencing domestic violence, seeking resources or information, or questioning unhealthy aspects of their relationship that wish to access free, confidential, 24-7 support can call Safelink or the National Domestic Violence Hotline.

SafeLink: Massachusetts’ statewide 24/7 toll-free, multi-lingual domestic violence hotline and a resource for anyone affected by domestic violence can be accessed by calling **(877) 785 2020**.

National Domestic Violence Hotline: Advocates are available 24/7 at **1-800-799-SAFE (7233)** in more than 200 languages. All calls are free and confidential.

Transition House

24/7 Hotline (617)-661-7203

www.transitionhouse.org

DV Program providing services to individuals and families in Cambridge.

- 24/7 Hotline Advocates are available to provide support and help to safety plan. If services beyond crisis support are needed, hotline advocates will refer to the Community Team. All new referrals must go thru the hotline advocates
- Community Team available to provide support during regular business hours (M-F 9a-5p). The office is closed to the public. Staff is providing counseling and advocacy to current clients remotely via teleconference.
- Emergency shelter at capacity.

RESPOND Inc.

617 623 5900

www.respondinc.org

DV Program providing services to individuals/families in Somerville-Malden Area.

- RESPOND’s 24-hour hotline is always available to provide emotional support, safety planning, resources and referrals.
- Staff will continue to provide 1-1 support, counseling and emergency assistance to community based clients via telephone, web-based product (Zoom) and in person (on a limited basis).
- Survivors should contact RESPOND’s 24-hour hotline for intakes and to discuss options.

DOMESTIC VIOLENCE RESOURCES continued

REACH Beyond Domestic Violence

24/7 Hotline 1-800-899-4000

<http://reachma.org>

Domestic violence support for several communities including Belmont and Arlington.

- The office is closed until May 4th.
- REACH staff are all working remotely and continuing to provide advocacy by phone.
- For new referrals and intakes: Individuals may call the main line at **781-891-0724 9:00a.m.- 5:00 p.m. Monday-Friday**. If leaving a message survivors should indicate if it's safe to receive a voicemail message from an advocate who will return their call.

Asian Task Force (A-TASK)

24/7 Hotline 617-338-2355

<https://www.atask.org>

Domestic violence support for pan-Asian survivors in New England.

- Main Offices in Boston and Lowell are closed, and all advocates are working remotely.
- Shelter program is open and running at capacity; no new shelter clients are currently being accepted.
- New referral process: call the hotline and the advocate will continue the intake process as normal via phone.
- Past/Current clients can call to speak with their advocate/case manager directly or call the hotline.
- ESOL, community engagement and other in-person services are suspended at this time

Massachusetts Alliance of Portuguese Speakers (MAPS)

617 864 7600

<https://www.maps-inc.org/cause/domestic-violence-sexual-assault-advocacy/>

Domestic Violence/Sexual Assault advocates provide crisis intervention, safety planning, & advocacy.

- MAPS is open and providing all services remotely M-F 9:00a-5:00p. No hotline available.
- Click links below for information about COVID-19 and additional resources for Portuguese and Cabo Verdean Creole speaking immigrant communities.
- English: <https://www.maps-inc.org/coronavirus/>
- Portuguese: <https://www.maps-inc.org/pt-pt/coronavirus/>

Saheli Inc

Helpline: 1-866-472-4354

www.saheliboston.org

Provides free/confidential services to address challenges faced by South Asian Immigrants in Mass

- Saheli's office in Burlington Ma is currently closed but advocates are working remotely from home. Saheli advocates will contact clients via phone, email, and videoconference.
- Clients and other agencies can call the 24 hour helpline 1-866-472-4354 or email info@saheliboston.org and an advocate will reach out to assist the client/ agency. Please have the clients specify times when it will be safe to contact them.

- Clients can also access counseling with Saheli via phone call after the intake process is completed

Riverside Community Care

www.riversideecc.org

Provides free and confidential services to families in Cambridge, Somerville, and other surrounding communities. For access to support or to learn more about how these programs are operating, please call the following numbers:

- **CABHART:** High Risk Domestic Violence Assessment and Response 617-354-3911
- **Children with Voices:** Child Witness to Violence Program 617-284-5141
- **The Meeting Place:** Supervised Child Access Service 617-354-2275

SEXUAL VIOLENCE RESOURCES

Boston Area Rape Crisis Center (BARCC)

24/7 Hotline 1-800-841-8371

<https://barcc.org>

Offers free, confidential services to sexual assault survivors 12+ and their families.

- **Counseling, Legal Advocacy, and Case Management:** Survivors currently receiving services will continue receiving services remotely, either online or by phone.
- **New Referrals:** Survivors who are looking to begin services should submit a request online: barcc.org/help/make-appointment or by phone at 617-492-8306, and the service access team will explore individual needs with the survivor.
- **Hotline:** Running as usual! Survivors or professionals can still reach the hotline for support by phone/consultation 24-7 at 800-841-8371 and online 9:00 a.m.–11:00 p.m. at barcc.org/chat.
- **Medical Advocacy:** In consultation with the Department of Public Health, hospital accompaniment services are suspended until further notice. Survivors at the hospital will have the opportunity to connect with an advocate over the phone. For survivors with questions about the sexual assault exam and evidence collection, contact the hotline or visit surviverape.org/ for more information, and reach out to the Forensic Information Line at 866-463-3799 (Mondays, 3:00–5:00 p.m., and Thursdays, 10:00 a.m.–12:00 noon; if you leave a message, they will call you back within two business days.)
- **Incarcerated Survivor Support:** The hotline for incarcerated survivors is still available seven days a week.

All of this information, as well as any updates, will be made available on BARCC's website as soon as possible in English and Spanish at barcc.org/serviceupdate

Massachusetts Sexual Assault Nurse Examiner (SANE) Program

- Mass SANE is continuing to provide trauma-informed care for sexual assault survivors 24/7 by expert SANE clinicians at designated SANE hospitals.
- Locally, SANE designated hospitals include: Beth Israel Deaconess, Boston Children's Hospital, Boston Medical Center, Brigham and Women's Hospital, Cambridge Hospital, Mass General Hospital, and Newton-Wellesley Hospital.

- Patients may choose to receive medical care for injuries, medications to prevent sexually transmitted infections, pregnancy and HIV infection, and have access to rape crisis services.
- If the assault occurred within 5 days patients may choose to have a medical forensic exam and forensic evidence collection.
- For more information and where to access care:
<https://www.mass.gov/service-details/sane-resources-for-family-members-and-friends>

Sexual Assault Response Unit (SARU) at the Disabled Persons Protection Commission (DPPC)

SARU Business Line: 617-727-6465

DPPC 24/7 Hotline to report abuse or neglect: 800-426-9009

<https://www.mass.gov/orgs/disabled-persons-protection-commission>

Provides services and support to survivors with disabilities who have experienced sexual violence.

- The Sexual Assault Response Unit is fully operating to provide emotional support, crisis intervention, case management and advocacy, as well consultation to staff and providers that may be supporting survivors.
- Referrals to the SARU come directly from reports made to DPPC. Referrals also come from other community services or survivors themselves. To make a referral to the SAR Unit call: 617-727-6465
- Regional Navigators are advocates that provide support and someone for survivors with disabilities to talk to. They cannot meet in person right now, but can help over phone, FaceTime, or a Zoom call.
 - Metro Boston Navigator- Sarah Garrity, 617-259-0479
or sarah.garrity@massmail.state.ma.us **contact for Cambridge residents**

LEGAL AID FOR SEXUAL VIOLENCE SURVIVORS

Victim Rights Law Center (VRLC)

617 399 6720

www.victimrights.org

Provides legal representation for victims of sexual assault.

- The entire VRLC team is currently working remotely and continuing to provide legal advice over the phone.
- Call 617 399 6720 ext. 19 or email legalhelp@victimrights.org for all intakes. Phone is preferred.
- Staff will strategize on a case by case basis depending upon the survivor's need, VRLC capacity, and if the court is open and/or allowing video or phone conferencing.
- VRLC encourages all of its partners to continue referring survivors for legal assistance and will continue to do their best to meet the survivors needs.

COURT, POLICE, & RESTRAINING ORDER/HARASSMENT PREVENTION ORDER ASSISTANCE

Cambridge Police Department Domestic Violence and Sexual Assault Unit

For all emergencies dial 911

Non emergencies dial 617 349 3300

Victim Advocate: Call/Text 617 875 7842 or Email: dvunit@cambridgepolice.org

For more information about calling or texting 911 visit: <https://youtu.be/O8-Y73gf1ZM?t=16>

- Victim advocate and/or detectives will continue to follow up via phone on all domestic violence, domestic dispute, and sexual assault reports to help address safety concerns, provide information about protective orders, identify and assist survivors access available services. In-person response, including interviewing to be conducted by detectives only under emergency circumstances.
- Victim advocate is available by phone M-F 8:30 a.m.-5:00pm to discuss options, provide support, and safety plan with residents experiencing domestic and/or sexual violence. Will also assist plaintiff's in determining when their next scheduled RO/HPO extension date is.
- Per the Supreme Judicial Court (SJC) all trial courts in MA are closed to the public until at least June 1, 2020. During this time, CPD officers, detectives, and advocates (on a limited in-person basis) will be available to assist with new protection orders applications. **See below.**
- **Silent 911 Calls:** If you need to call 9-1-1 and you are unable to speak for reasons such as physical disability, **domestic violence**, home invasion, no access to a TTY or a language barrier, the instructions below can be used with a touch-tone telephone or cellphone once you have dialed 9-1-1.
 - If you need the police, press (1)
 - If you need Fire, press (2)
 - If you need ambulance, press (3)
 - If a dispatcher asks a question, press (4) for YES or press (5) for NO.

*Silent 911 Procedure only works on 911 systems and cannot be used while calling CPD's non-emergency number

Middlesex District Attorney's Office

781-897-8300

<https://www.middlesexda.com>

- The SJC issued an order limiting in-person proceedings in MA state courthouses until at least June 1, 2020, during this time, physical locations are closed and the staff of the MDAO will be working remotely. Assistant District Attorneys and Victim Witness Advocates will continue to conduct follow-up with victims via phone for any new arraignments.
- For questions call 781-897-8300. Staff will be answering calls during regular business hours, and voicemails left on this line will be checked and calls will be returned.
- Victims and witnesses in upcoming cases should be advised that the Massachusetts Trial Court has suspended all trials until July 1, 2020. All other court dates have also been suspended. The office is in the process of reaching out to individuals directly regarding the status of these cases.
- As of April 2, 2020, the MA Trial Court will be operating a Help-Line. **833-91COURT will be answered Monday-Friday from 8:30 to 4:30 by staff with access to MassCourts.**
- All MA courts will now have email addresses for people to request information from. Visit <https://www.mass.gov/guides/court-department-emails#-district-court-> for a list of all court email addresses.

- As of April 23, 2020, the Middlesex District Attorney's Office launched a dedicated texting line for victim's to speak directly with a victim witness advocate. **Victims can now reach an advocate during regular office hours (8:30 a.m. – 5:00 p.m.) via text message at 781-281-4066.** The line is not monitored 24/7 and is NOT an emergency line.

Cambridge District Court Info For 209A/258E

Clerk's Office: 781 306 2710

<https://www.mass.gov/orgs/executive-office-of-the-trial-court>

- As of April 2, 2020, the Cambridge District Court can now be reached at cmcambridgedc@jud.state.ma.us as an alternative form for people seeking information.
- As of April 8th, 2020, due to more staff working from home, 209A/258E hearings will be held over the phone and not through a video conference. The 209A/258E applications should be scanned and emailed to cmcambridgedc@jud.state.ma.us and Sgt. Stephen Lefebvre NOT faxed. Officers should contact the clerk's office at 781-306-2710 to notify them that an application has been sent over email.
- Any existing RO/HPO expiring between March 19, 2020 and June 1, 2020 will be extended until June 1, 2020. Any party that has a hearing rescheduled during this time must call the **Cambridge District Court Clerk's Office prior to June 1, 2020 at 781 306 2710 for next date instructions.**
- If a plaintiff wishes to vacate/modify an existing RO/HPO, they must appear in-person with identification at Cambridge PD to make the request via tele-conference with the Judge.
- From 8:30a.m-4:30pm M-F, any new RO/HPO will be treated as an emergency application using tele-conference with a Judge until at least June 1, 2020. **Cambridge residents can appear in-person at the Cambridge Police Department, 125 Sixth Street , Cambridge, MA to file. If residents cannot appear in-person they should call 911 or non-Emergency CPD line 617 349 3300 for assistance.*** Officers will continue to use the Emergency Response Judicial System for any emergency 209A/258E applications that are requested after business hours and on weekends/holidays.

Middlesex Probate and Family Court

617-768-5800

<https://www.mass.gov/locations/middlesex-probate-and-family-court>

- The Middlesex Probate and Family Court will remain open for in person emergency matters that cannot be resolved over the phone or tele-conference.
- For more information about the updated protocol as of March 31st, 2020 for what is considered emergency and non-emergency matters please visit their website:
<https://www.mass.gov/doc/middlesex-probate-and-family-court-guidelines-for-operation-during-covid-19/download>
- Registry is open to receive pleadings and other filings by first class mail and by E-filing.
- The Registry and the Court is staffed to receive, review, and, as appropriate schedule and hear emergency and non-emergency hearings. The court will be operating on limited staff. Staff on site are responsible for monitoring phones and emails.
- **A phone number and email have been designated for emergency filing and emergency hearing situations: 617-768- 5906 or middlesexprobate@jud.state.ma.us**
- For FAQ related to COVID-19 please visit:
<https://www.mass.gov/guides/probate-and-family-court-faqs-related-to-covid-19>

SERVICES FOR HOMELESS WOMEN

On the Rise

617-497-7968

<http://www.ontherise.org>

Day program offering support and services to homeless women in the Cambridge area.

Important update: As of 3/24/20, THE SAFE HAVEN is now closed and is no longer distributing meals.

- Advocates are working remotely and are available to offer phone support and advocacy. Please call 617-497-7968 if you would like to speak to an advocate.
- Participants can still receive/check their mail at On The Rise. Staff will be onsite from 10:00A-12:00P Monday-Friday to deliver mail to participants on the porch.
- Participants can access their lockers on Wednesdays between 10:00A-12:00P. They will be allowed in the building one person at a time.
- **KEEP THE KEYS for housed program participants:** All groups, events and outings have been suspended until further notice. Advocates are available to offer phone support and advocacy. **Please call 617-497-7968 if you would like to speak to an advocate.**

Rosie's Place: 889 Harrison Ave, Boston, MA

617 442 9322

www.rosiesplace.org

Day program and overnight shelter offering services for homeless women in Boston area.

- As of 3/17/2020, Rosie's Place will remain open while incorporating social distancing throughout each service. Additionally, multiple portable hand washing stations have been installed throughout the building to encourage hand hygiene. Each guest is asked to wash as they enter our building, before and after meals, and as they leave.
- **Emergency Programs:** The showers are available from 7:30-2pm only. Phones, computers, laundry, and sitting room are suspended until further notice.
- **Dining Room:** Lunch and dinner service remains active. Guests may take their meals to-go or sit one-to-a-table.
- **Overnight Shelter:** Extended stays are being offered to the current shelter clients. As of March 16, 2020 the 21 day lottery program is temporarily suspended. Those guests who secured by 3/16/20 are able to stay in the shelter, however no new lotteries are taking place until further notice.
- **Pantry:** Will provide a week's worth of pre-bagged groceries so that those who are housed can remain indoors for longer.
- **Stabilization Program:** Delivery of food and other essentials is offered to the currently housed clients.
- Remote advocacy is available so that women seeking services are able to connect with expert help by phone by calling **617 442 9322** and requesting to be connected to an advocate.

For information about the Cambridge **War Memorial Temporary Emergency Shelter** for the homeless visit <https://www.cambridgema.gov/covid19/warmemorialfaqs>

SERVICES AT HEALTHCARE FACILITIES

Victim Resource Center (VRC) at Cambridge Health Alliance (CHA)

617-665-2992

www.challiance.org/VictimResourceCenter

A free service that provides confidential clinically informed advocacy services to violent crime victims.

- Services are being provided only thru telephone at this time. To reach VRC staff, call 617-665-2992. Calls will be responded to during business hours 9am to 5 pm Monday through Friday. *Situation is fluid, changes to protocol may be frequent.*
- In addition to general services, VRC is offering supportive counseling to crime victims via phone to provide coping skills to manage anxiety related to COVID-19.
- If seeking Crisis Services from the Victims of Violence Program at the CHA Outpatient Psychiatry Department call the VRC line for support: 617-665-2992.
- The outpatient psych dept building is closed. All the individual appointments at the sites are cancelled. The patients are being reached by their therapists via phone.
- Outpatient Psychiatry televisits will begin Monday, March 23.
- CHA primary care offices are open, however patients are strongly encouraged to stay home and communicate with doctors via phone unless it's an emergency or high risk.
- All our emergency rooms are open.
- COVID-19 Virus Testing for CHA Patients only at this time.

Fenway Health

Office line 617-927-6250 acting as a hotline during regular business hours M-F.

<https://fenwayhealth.org/>

Free counseling, advocacy, information for LGBT survivors of DV, SA, and hate violence.

- All services for the Violence Recovery Program transitioning to over the phone:
 - 1340 Boylston Street – Monday – Friday 8:00 am – 5:30 pm; Saturday 9:00 am – 1:00 pm. Telehealth and in-person appointments 617.927.6000.
 - Fenway: South End – Monday – Friday 8:00 am – 5:30 pm. Telehealth and in-person appointments 617.247.7555.
 - We have also consolidated clinical staff from the Sidney Borum, Jr. Health Center to 1340 Boylston and the South End. Borum patients can continue to call 617.457.8140 to make appointments at one of those locations or for telehealth services.
 - Medical and Behavioral Health telehealth visits may occur outside of these hours.
 - Continuing to accept new clients using a phone intake process and will begin services over the phone as needed. Once things return to normal, they will transition new clients into regular in-person services.
- Certain public health services are suspended on-site at this time and are only providing services remotely: sexual health prevention, community-based case management (including the Lynn office), housing services, and legal services
- Rental Assistance payments and essential services to people who inject drugs continue.
- Youth On Fire and youth drop-in services are suspended at this time.
- Fenway Health is NOT a COVID-19 Virus Test S at this time

- Access Drug User Health will maintain a presence at 75 Amory Street where drop-in space is closed but clients can exchange syringe supplies on an individual basis. Our Green Street location is piloting an outreach-only model, where Access staff will meet clients in the community instead of on location. Additionally, they will continue to distribute Narcan and supplies via van. Due to COVID-19 precautions, our Green Street location is not offering client services.
- New study enrollments are suspended for the time being, using video interviewing and internet-based assessments whenever possible, and conducting face-to-face visits only to assess the safety of experimental vaccines and medications, and/or to dispense study products.
- All Fenway Health staff, clients, and patients will participate in a brief screening protocol immediately upon entry to facilities every day, at all locations. The screening is designed to reduce the risk of anyone entering the buildings who may have been exposed to the virus.
- Fenway Health and AIDS Action's public events that were originally scheduled to take place through April 2020 are being postponed to a later date. We are continuing to evaluate public events that are currently scheduled for May 2020 and beyond.

CIVIL LEGAL AID

De Novo (Formerly Community Legal Service and Counseling Center)

617-661-1010

www.denovo.org

Provides legal representation in areas of domestic violence, child custody, and family law. Offers mental health counseling.

- All in-person client meetings and walk-ins are suspended until at least June 1, 2020. See individual unit info detailed below.
- Intake and referral line is open, with legal and counseling services being provided by telephone/video calls from 9:00 a.m.- 5:00 p.m. Monday- Friday.
- Staff is available to all current clients by phone and email to ensure that they stay up -to -date on all case information and potential changes in scheduling and/or format of any scheduled court appearances.

Family Law Unit: All clients/referrals should continue to call the main line 617-661-1010 for intakes as usual and our Intake Specialist will follow up. Intakes are open for phone advice and counsel, assistance with case preparation, and full representation on a limited basis in Probate & Family Court. Intake is open for restraining order case representation.

Housing Unit: All clients/referrals should continue to call the main line 617-661-1010 for intakes as usual and our Intake Specialist will follow up. Intakes are open for phone advice and counsel, and full representation on a limited basis. *Our weekly in-person Housing Court "Lawyer For the Day" Clinic is suspended until at least Friday, April 24. Eligible tenants in Arlington, Belmont, Cambridge, Medford, Newton, and Somerville can request legal advice over the phone by calling (617) 661-1010.*

Disability Unit: Intakes are open on a limited basis for phone advice only.

Immigration Unit: Intakes for Asylum seekers and Special Immigrant Juvenile cases are currently closed. Intake is open for VAWA and U/T visa cases.

De Novo and the City of Cambridge are offering a virtual Immigration Legal Screening Clinic until our offices reopen to the public. Massachusetts residents in need of legal advice on immigration matters can call our Immigration Hotline at (617) 405-5479. Callers will be asked to leave a message with their name and phone number. De Novo will get back to you within 2-3 business days for an initial screening and to place you with an attorney for a free legal consultation.

Greater Boston Legal Services

<https://gbls.org/>

Provides free civil legal aid to low income individuals and families.

- GBLS offices are closed to the public due to the Coronavirus crisis. Staff is working remotely providing limited, yet critical services.
- Current clients may contact their advocate directly. For first time referrals please contact the Eastern Region Legal Intake at 617-603-1700.

Family Law Unit: The Family Law Unit advocates are working remotely on existing cases and are accepting requests for new cases during this time.

Relocation Counseling Project: “warm line” remains open for counsel, advice, brief services to people seeking to relocate due to DV or other crimes. Please call 617-603-1557.

Existing Family Law Unit Clients: Call your advocate directly, leave a message at 617-603-1803, or email advocate directly.

New Clients: There are three ways to reach us:

1. **Call 617-603-1803 and leave a message** with your name and telephone number. Someone will call you back. (IF IT IS NOT SAFE TO CALL YOU BACK, PLEASE LET GBLS KNOW THAT AND INDICATE WHEN IT MIGHT BE SAFE TO CALL. IF IT NOT SAFE TO LEAVE A MESSAGE ON YOUR VOICEMAIL, PLEASE LET GBLS KNOW THAT.)
2. **Submit a request for services at our on-line intake page:** [GBLS Online Family Law Intake Page](#)
3. **Send an email to** familylawintake@gbls.org

Community Partners: To make a referral call 617-603-1803 and leave a message. Let us know what agency you are calling from. Someone will call you back, or send an email to familylawintake@gbls.org , or complete an on-line intake at [GBLS Online Family Law Intake Page](#)

- **Small Claims Court is closed**, Debt Relief Clinics are temporarily suspended. If you have questions about a pending Small Claims case, you may contact GBLS for intake/assistance at 617-603-1671.
- **GBLS is conducting housing clinics on a one-on-one basis by telephone.** Homeless families with children and people who are pregnant can apply remotely for shelter by calling 1-866-584-0653. If you have already tried to apply for EA shelter and have been denied recently, please call GBLS's Housing Unit at 617-603-1807 and leave a message with name, telephone number, email address, and the current city or town residence.
- **How to apply for Unemployment Insurance:**
 1. [Unemployment Benefits help](#) - If you need help filing a tax return to receive the stimulus payment, please call 617-603-1559.
 2. [Beneficios de Desempleo](#) - Si necesitas ayuda con tus taxes para poder recibir el pago del gobierno, llama a 617-603-1569.

3. For assistance with filing an online Unemployment Insurance claim, call (617) 603-1530 (Spanish) or (617) 603-1639 (all other languages).
- **GBLS Cambridge and Somerville Office:** For all callers seeking CASLS services, call main # 617-603-2700 and leave a voicemail message. Services are focused on housing, public benefits, EA shelter, mental health for low income residents of Cambridge, Somerville, Arlington, Belmont, Winchester, and Woburn and for elders (60 and older) in Cambridge and Somerville. At this point, GBLS is able to give telephone advice (and will do whatever possible to provide more service within our “work at home” constraints”).

*GBLS continues to stand with our undocumented neighbors. Immigration Courts are still open and GBLS is working tirelessly to protect people from unjust detention or deportation. **If you have a question concerning immigration please call our Immigration Unit at 617-603-1808.***

HOUSING

**Cambridge Housing Authority Central Office is closed until further notice.
Staff is working from home, minimized site staff still available.**

****CHA residents or voucher participants that have had a change in income or expenses, may contact a Leasing Officer or Property Manager directly to request an Interim Recertification, or click [here](#) to make the request and someone will follow up directly with the resident****

The CHA is working hard to ensure all essential functions performed at the Central Office will continue during this period without affecting the timely delivery of our core operations, and this includes the development of precautionary efforts geared toward their sites as well. With this in mind, please make note of the following adjustments:

- Effective 3/16/20 at 5pm, the Central Office will be closed to the public until further notice. Central Office functions however, will continue with employees working from home.
- All CHA staff members are available and will respond to voicemails left on direct lines.
- In addition to the central office shutting down to the public, the main operating phone line (617-864-3020) will transition over to an answering service as of 3/16/20 at 5pm. An assigned CHA staff member has been tasked with sorting through messages that are left with the answering service to then distribute to appropriate staff at sites.
- The CHA will be implementing a staffing plan to ensure sites are staffed on a rotating basis and are following new protocols in being able to respond to emergency work orders only.
- CHA is taking great responsibility in protecting our 1,200 elderly residents living at CHA properties and is committed to promoting safe spaces, new cleaning measures, social distancing, and proper signage to keep our elderly communities safe.
- CHA is halting construction at Millers River Apartments, Burns Apartments, Porter Road, Roosevelt Towers, and St. Paul's Residence in Harvard Square. Construction will begin to wind down tomorrow 3/17/20, but may take a day or two to cease entirely.

Message from The CHA: “The CHA is considered “essential” and must make strides to not abandon entirely the services provided to residents, especially the elderly. We are appreciative of our community partners for their collaboration in working toward our shared goal of making sure no one

in Cambridge gets left behind during this public health crisis. Thank you for your understanding during this time."

FOOD AND FINANCIAL ASSISTANCE

The [Cambridge Community Food Line](#) is available to any resident who is a high risk for food insecurity. The delivery service provides a weekly bag of produce and shelf-stable food items to individuals and families who have experienced the following:

- The food pantry or meal program you used has closed until further notice;
- You have lost your job or part of your income and cannot afford groceries at this time;
- You are homebound due to illness, disability, or quarantine and do not have friends or family that can bring you food;
- You are at high risk for COVID-19 (coronavirus) and do not have access to a regular food source.

Anyone who needs to use the food line can call 617-349-9155, where they will be prompted to leave a voicemail with their name, number, and address. A staff member will return calls within 24 hours; those who meet the program's criteria will be added to the weekly distribution list.

Statewide Food Source Hotline: 1-800-645-8333 is Project Bread's toll-free line that provides info on food pantries, resources, student meal sights, etc. **Check with individual school district's online sites** for info about "grab and go" meals for students.

Visit: www.foodpantries.org for list of food pantries (searchable by area/city)

Cambridge Community Center: In partnership with the Central Square Business Improvement District offering a food pantry. Open Tuesday-Friday, 1pm-3pm (or until supplies run out) at 5 Callender Street, Cambridge MA (Gymnasium Entrance). Open to all, first come first serve. Please wear a mask and gloves if possible and all will be expected to practice social distancing while accessing services.

Department of Transitional Assistance (DTA)

- Offices are closed to the public - all access and applications must be done telephonically or electronically. Use **DTA connect:** <https://dtaconnect.eohhs.mass.gov/> to apply online for benefits, submit documents, check benefits.
- Apply for SNAP or TAFDC cash benefits by calling the DTA assistance line 1-877-382-2363

INTIMATE PARTNER ABUSE EDUCATION PROGRAMMING

Common Purpose

617-522-6500

<http://commonpurpose.com/main.htm>

- There will be no change in the regular office hours. There will be no change in staffing or accessibility to the organization during the regular office hours. There will be no change in outreach services at this time but those services will be contingent on availability.
- Continuing to accept new referrals

- Our partner/survivor contact services are intact and there are no changes.
- On 3/30/20 Common Purpose shifted to a video and conference calling format for the Intimate Partner Abuse Education Program groups in lieu of in person groups in order to decrease the risk for exposure to COVID-19. Video and conference calling services which meet HIPAA standards are in use.
- Continuing to follow established protocols in order to ensure survivor safety and client confidentiality.

Emerge

388 Pleasant St., Suite 204, Malden 02148 (with service locations in Cambridge, Malden, Jamaica Plain (Spanish only)
617 547-9879

www.emergedv.com

- **Intimate Partner Abuse Education Programs**
 - a. All groups are now by webinar during their regular times, and supplemented by individual phone calls when needed.
 - b. All intake are done over the phone or by webinar by appointment at 617-547-9879
 - c. For Spanish-language intakes, call 617-835-5150
 - d. Groups in English and Spanish, Separate groups for women and GLBTQ
 - e. Partner Contents: Our full time Partner Contact Coordinator, Hanna Halperin-Goldstein, continues to make contact with partners/ex-partners/victims, as needed and/or by request.
 - f. For non emergencies: call 617-547-9879 or email info@emergedv.com.
 - g. Urgent Questions: Email David Adams at dadams9@aol.com or call 617-875-9049
- **Responsible Fatherhood Groups**
 - The spring group was cancelled, with plans to hold our next group cycle in September. Call 617-547-9879 to make a referral.

OTHER INFORMATION

Parental Stress Hotline: 1-800-632-8188 visit <https://www.parentshelpingparents.org/> for online support group information.

From the Cambridge Health Alliance (CHA): <https://www.challiance.org/help-center/covid-19-alert>

- If you feel sick with a fever or dry cough, or other flu-like symptoms, call your primary care provider. In most cases, you should just stay home. Always tell your medical team if you have been in contact with someone with a confirmed or suspected case of COVID-19.
- If you have a high fever, trouble breathing or severe flu-like symptoms, call 9-1-1 or go to your closest Emergency Department.
- Please do not come to the Emergency Department if you have mild symptoms or are looking for COVID-19 testing. The ED is for patients with serious health needs.
- CHA primary care sites are discouraging walk-in visits. Please call to schedule a visit.
- CHA cannot provide medical clearance for return to work or school after foreign travel.
- CHA is working on expanding COVID-19 testing in the near future (see below).

Drive Thru Testing: CHA is launching a drive-thru COVID-19 testing tent beginning Wednesday, March 18.
The service will be offered to CHA patients from 9 a.m. - 3 p.m., seven days a week, until further notice.

Testing will be provided to CHA patients who have fever, cough, and/or shortness of breath symptoms. The drive-thru service will be expanded as testing becomes more widely available.

COVID-19 Testing for Cambridge Residents

On Friday, May 8, 2020 Cambridge Health Alliance will begin providing free COVID-19 testing to all Cambridge residents age 8 and older-regardless of insurance coverage or immigration status-at the East Cambridge Care Center (163 Gore St.). Appointments are required and anyone seeking a test must call 617-665-2928 to schedule to an appointment. For more information can be found here:

https://www.challiance.org/about/newsroom/cha_launches_covid19_testing_in_cambridge_1204

Making an Appointment at CHA

CHA patients with symptoms please call your primary care center.

Cambridge, Everett, Malden and Somerville residents: please call 617-665-2928 (Mon-Fri, 8:30 a.m. - 4 p.m.). Please note: phone lines are extra busy and CHA may be scheduling tests out several days.

****Everyone coming to CHA locations should wear a mask.** New Emergency Orders in Massachusetts and in several CHA communities require people to wear a mask or face covering in indoor and outdoor public spaces. The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain.

From the City of Cambridge: To help mitigate the effect of COVID-19, the City of Cambridge has closed all municipal buildings and asked non-essential staff not to report to the office beginning Tuesday, March 17th until further notice.

Mayor's Disaster Relief Fund On Monday, April 13, 2020 the City began accepting applications for assistance through the Mayor's Disaster relief fund. More information on eligibility and the application procedure can be found here:

<https://www.cambridgema.gov/covid19/News/2020/04/mayorsfundlaunch>

A list of all city services you can access online can be found on www.cambridgema.gov/online

Updated information on the City's response to COVID-19 (coronavirus) as well as contact information for the Public Health Department can be found at www.cambridgema.gov/covid19

General questions should be directed to 311@cambridgema.gov or by dialing 311.

For information about the **War Memorial Temporary Emergency Shelter** for the homeless visit

<https://www.cambridgema.gov/covid19/warmemorialfaqs>

From the Registry of Motor Vehicles (RMV): All Class D and Class DM driver's licenses, ID cards, and Learner's Permits that have expired or are expiring between March 1, 2020 and April 30, 2020, will have

a 60-day extension applied to the current expiration date.

<https://www.mass.gov/info-details/rmv-covid-19-information>

Everett Family Resource Center

781-581-4750

<https://www.frcma.org/locations/everett-family-resource-center>

Family Resource Centers (FRCs) of Massachusetts serve as partners who help parents and children thrive by strengthening family bonds.

- FRCs provide a variety of services to families including career services, ESL, early childhood support and education, family, legal, and mental health support etc. More information about their services can be found here: <https://www.frcma.org/content/services>
- FRCs are providing support over the phone only at this time.
- Cambridge residence can seek support from the Everett Office, which can be reached at 781-581-4750 or FRC@Eliotchs.org
- The FRCs have compiled a list of food, monetary, educational, and housing resources for families during the COVID-19 crisis: <https://www.frcma.org/about/resources-support-you>